UiPath | The Foundation of Innovation™

# Unleash innovation with the AI-powered UiPath Business Automation Platform

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"We were much braver than other companies that test and automate a couple of processes over a year or more. We went all out, and the results speak for themselves: within six months, more than two million interactions within the company were done by software robots."

**Javier Castellanos**
**Head of Robot Factory, Orange Spain**

**T**he potential of Artificial Intelligence (AI)-driven automation is huge. McKinsey estimates that a staggering 3.6 trillion dollars of work is automatable.[1] Automation may have started as a point solution to tactical issues, but it's now a strategic priority for even the world's largest enterprises because it revolutionizes how organizations can operate and innovate.

> **"Not every automation project is going to be a transformation project, but for every transformation project you will find automation at the heart of it."**
>
> **Akbar Thobani,**
> **Global lead of intelligent automation and artificial intelligence at PepsiCo Inc.[2]**

Many people may still think that the benefits of automation only apply to cost saving initiatives. Even if this were true, automation would obviously still represent a tremendous bottom-line opportunity for every business! But cost savings are only part of the story—and probably not even the most interesting part. Automation remains a powerful engine for operational efficiency through process optimization, but the modern automation platform has evolved to play a far bigger role expediting enterprise innovation more generally, including in key areas like transformation, customer and employee experience.

In fact, by putting automation at the center of initiatives, companies are responsibly accelerating their uptake of other game-changing new technologies. Generative AI and communications mining are just two technologies with the potential to unlock entirely new ways of working and delivering services, and UiPath customers are using automation today to mitigate potential risks while driving first-mover advantages into their process environments more quickly.

# The modern automation platform delivers rapid innovation

**Innovation is driven by great ideas.** They can be big, small, apparently crazy, or apparently mundane when they appear. But they are all raw fuel for progress. Organizations spend time and resources creating, optimizing, and prioritizing the best ideas possible, hoping to change the game in operational and strategic priorities.

However, most leaders have learned, often the hard way, that however difficult it is to create truly game-changing ideas, turning those great ideas into transformative improvements at scale is always harder—so much harder!

So much of automation's presence at the strategic table of successful enterprises can be explained by its greatest superpower: done right, **automation is a uniquely efficient engine for transforming innovative ideas into operational realities at enterprise scale— reliably, cost-effectively, and quickly.** Those ideas can run the gamut from existing process optimizations to entirely new ways to leverage and mine structured and unstructured data, accelerate stalled projects, or transform employee and customer experience.

The modern automation platform is still centered on automation, including robotic process automation (RPA) at the core, but adds an array of integrated technologies that supercharge its capabilities in areas like discovery and AI to support these initiatives. It's truly both a new way to operate, and a new way to innovate.

> "Our vision is an intelligent assistant for every employee. If we free up 15 minutes per day and multiply that by 55,000 people, that's 14,000 hours a day and 3.5 million hours a year. What's that time worth for our patients, for our ideas, for new medicines?"
>
> **Kyle Cousin,**
> **Head of Digital and Technology Enablement Platforms and Services, Takeda**

## Uber

**70%**
of customer base involved via automation

**22M**
projected savings from automation over three years[3]

## Generali

**1000**
processes automated

**€80M**
saved in the first 3 years with automation

**24/7**
service availability and a reimagined customer experience[4]

## Xerox

**50K**
hours saved for legal services provider

Greater employee satisfaction[5]

## Takeda

**2M**
hours in savings — and growth

**760**
bots working on tasks throughout the company[6]

## Royal Mail

**662,000**
processes automated

**£22.4**
million in added revenue

**85**
business processes automated across six business areas[7]

## Orange

**€48M+**
in savings since 2017

**400+**
robots created and deployed since Q4 2017

**500**
citizen developers automate everyday work[8]

# Start with the right strategy

**Automation's success isn't, paradoxically, automatic.** As with most potential game changers in business, the difference between "done right" and "write off" will ultimately turn out to be about a few critical early decisions. Fortunately, there's no need to wait for 20/20 hindsight to do it right. There is extensive—and growing—industry and analyst understanding on both the strategic and technical paths to maximizing optimal success with automation. And foresight is a lot less expensive than hindsight.

> **Looking at respondents from larger companies (with $1 billion or more in annual revenues) that are meeting their automation targets, we found three distinguishing factors: they make automation a strategic priority, focus on people as much as technology, and develop an operating model that enables scaling.**
>
> **McKinsey & Company**

## Three success drivers stand out in the consensus view:

**01** Recognizing the strategic importance of automation to the growth and health of the entire business, and assigning appropriate ownership and resources early, is critical.

**02** Deciding early on how to choose the right automation partner and platform to take advantage of opportunities as broadly, cost-effectively, and (most importantly, in a hyper-competitive world) quickly as possible.

**03** Putting people, their success, and their satisfaction at the center of automation efforts.

# Don't fall for sprawl

**Automation is an efficient and rapid way to address myriad challenges,** which means everyone wants it! However, without an up-front strategy, it can enter the organization from several different places and vendors and grow largely organically in an unmanaged way. This creates a problem sometimes known as "automation sprawl". Opportunities to use automation tactically and strategically will keep multiplying as early success exceeds expectations, so it quickly becomes inefficient to do this in an unmanaged way.

Again, we return to the success factors above: "make automation a strategic priority" and "develop an operating model that enables scaling". With early strategic thinking and leadership on key decisions, the same early wins can be achieved while avoiding automation sprawl and ultimately expensive missteps.

With the right leadership strategy and the right technology, such as the AI-powered UiPath Business Automation Platform, there's no need to prevent individual or department-driven initiatives from happening. In fact, one of the hallmarks of a successful culture of automation in an organization is enthusiastic "bottom up" automating. But how it happens is the difference between creating sprawl that'll have to be addressed later, versus empowering users to build automation solutions on a policy-driven foundation that the organization can, at a minimum, see and manage—but also, when appropriate, evolve and scale out broadly for greater benefit.

> "Automation can be useful in almost everything we do. Before my first robot, I never imagined all the possibilities. Now that I have a strong understanding, every time I do something repetitive, I think whether a robot could do this and if AI could enhance it. It's such an exciting world to create new processes that not only help me but my peers in freeing up time!"
>
> **LaTanya Gaines**
> **Auditor, Amazon**

## Avoid these downsides of automation sprawl by making automation a strategic priority!

The almost inevitable consolidation of multiple products and migration to a comprehensive platform means valuable resources go to rebuilding existing automations and integrations instead of addressing opportunity pipeline priorities.
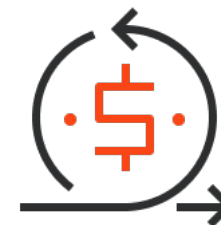
Ad hoc prioritization of automation projects by individual teams can reasonably be expected to drive lower ROI than prioritization based on the core value streams of the organization.

Centralized governance and management should never be an enterprise afterthought. But it is not a comprehensive capability of many RPA-centric products, nor something efficiently applied across sprawling tactical implementations on different technologies.

Integration with other enterprise systems of record is a key enabler of many high-value automation scenarios. Without a platform designed to do this and IT involvement, opportunities to maximize value and minimize time to that value will be lost.

# The platform that's making it all happen

**Developing an operating model** that enables automation scaling fundamentally requires the right platform for current needs, future demands, and rock-solid management and governance. The UiPath Business Automation Platform has the attributes needed to implement the most sophisticated needs of a comprehensive enterprise strategic automation plan, while fitting into and leveraging existing IT architectures:

- Industry-leading automation capability, and a track record of bringing the hottest technologies like AI to customers early, both within the platform and through integrations.

- Integrated delivery and management of the platform, either SaaS or self-hosted, to meet policy, strategy, and compliance needs.

- Designed from the ground up for enterprise management, integration, and readiness, with the ability to rapidly turn on new capabilities as opportunities present themselves.

- An open platform architecture that maximizes the value of your current investments in other systems rather than duplicating capabilities or tasks.

Does this all sound too good to be true? No, it isn't: UiPath helps over 10,000 customers ,[9] including almost half of the Fortune 500. But more than any of those things, it has the capabilities and integrations that lower time-to-value for organizations, the singular focus on moving automation forward that drives focused platform innovation, and the delivery options with management and governance smarts to minimize the operating costs of accelerating automation success in your environment.

- G2: Best RPA Software, 2021; Leader, 2022; Leader, 2023

- Gartner Peer Insights: A Customers' Choice, 2022

- A Leader in the 2023 Gartner® Magic Quadrant™ for Robotic Process Automation

- A Leader in The Forrester Wave, Robotic Process Automation, Q1 2023

- A Leader and Star Performer in Everest Group Intelligent Document Processing (IDP) Products PEAK Matrix® Assessment 2023
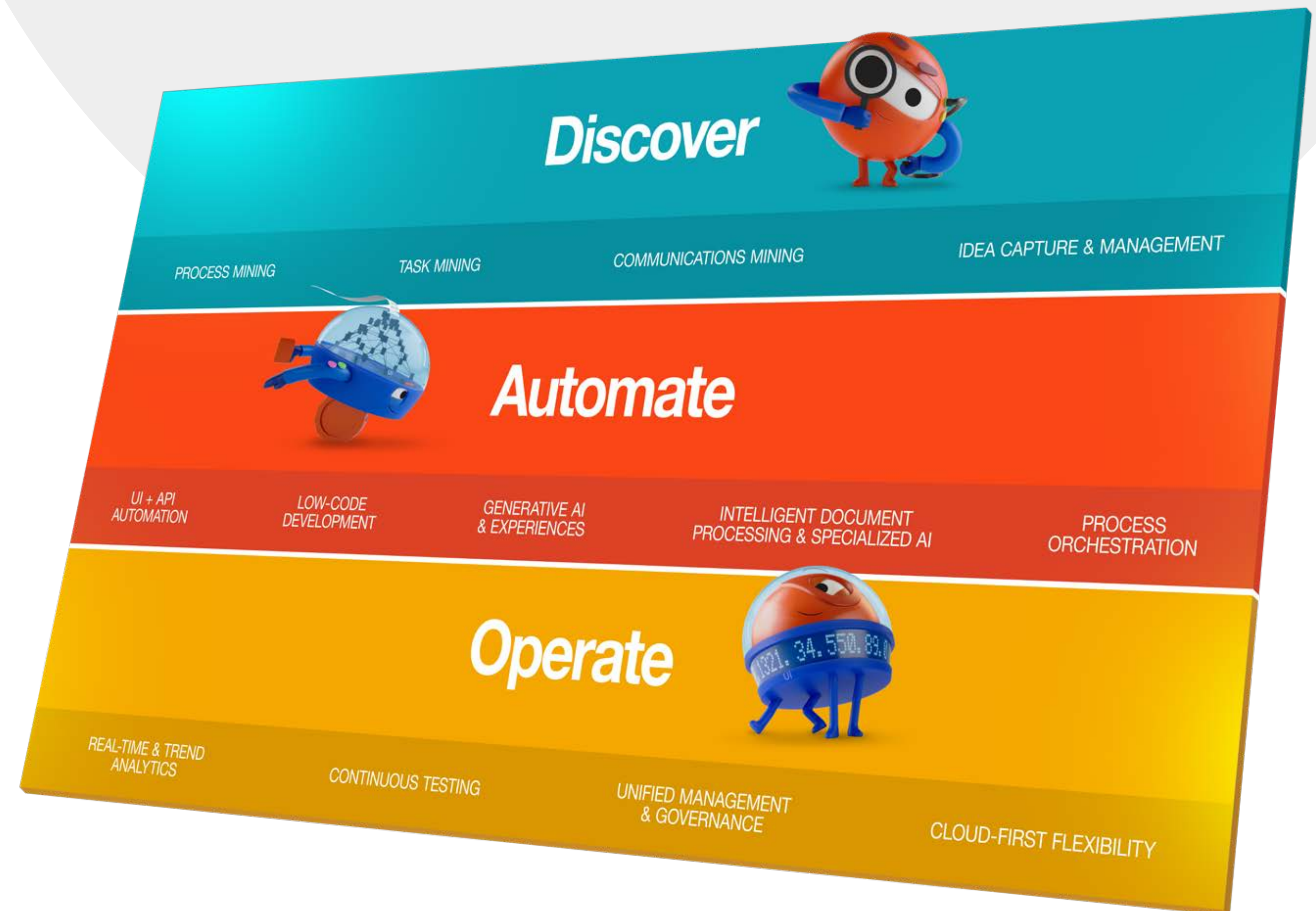
# Discover the real innovation potential in business processes

Great ideas can come from everywhere and anywhere. From the people in your organization, from every interaction with a customer, even your back-end systems have a story to tell, a secret waiting to be revealed. Every organization is a petri dish of innovation, but how do you discover and nurture that growth potential? And, perhaps more importantly, how do you do it continually, as a business practice, instead of a one-off attempt at doing the right thing?

> **37% of decision-makers report delays in their transformation initiatives due to misunderstood processes.**[10]
>
> Forrester

**Process mining** compiles and analyzes data from business systems and systems of record to reveal a detailed picture of complex business processes.

**Task mining** documents how people work by analyzing variations, patterns, user intents, and bottlenecks in individuals' workflows.

**Communications mining** uses the power of AI to extract insights and automate business conversations more efficiently

**Idea capture and management** crowdsources, prioritizes, and prepares automation ideas for implementation.

# Integrated Continuous Discovery and Automation

**When business goals and KPIs are at stake,** the answer to "what should we optimize?", "what should we automate?" or "what should we prioritize?" can't be guesswork, or a narrowly scoped project. The opportunity space for business process innovation is too vast, and process improvement projects too hard to map out.

UiPath offers a better way, by combining process discovery and automation into a single AI-powered capability for continuous process transformation.

Continuous Discovery gives you a direct path from ideation to continuous improvement and automation across tasks, processes, and customer interactions at enterprise scale.

You get a comprehensive account of how your business processes are performing, what could be done better, and how your KPIs are affected. You programmatically capture the best ideas from across the organization for innovations and new processes and turn them into reality quickly through automation. Overall organizational performance and transformation initiatives are monitored ongoingly, keeping every process at its most optimal and innovative state.

By accelerating the right automation efforts across the whole organization, you get lower time to value. By zeroing in on process pain points, you get a blueprint for continuous improvement. One that's always aligned to business outcomes.

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Takeda scales automation by mining business processes and capturing automation ideas from their employees

- 2000 automation ideas in the pipeline
- 8 end-to-end processes mined
- 760 bots working throughout the company

İşbank rapidly implements process mining on 23 end-to-end processes, including mortgage loan applications and customer complaints, saving 116,000 hours of work by eliminating one approval step alone

Stoneridge achieves a 75% reduction in the time needed to document workflows, and a 100% acceleration of automation development with task mining

# How continuous discovery works

Building a continuous discovery capability drives continuous business transformation. The only meaningful transformation there is. Here's how it works:



Discover insights by extracting data from all relevant sources: backend systems (SAP, Salesforce, Oracle, etc.), the frontend (i.e., your teams' desktops), and every communication channel (email, CRM, etc.).

Monitor business processes continuously to ensure the desired outcomes.

Act by streamlining processes through re-engineering and automation.

Understand the data by visualizing end-to-end processes, analyzing bottlenecks, deviations, rework, and simulating the impact of potential actions with AI-driven analysis.

# Quickly automate every valuable opportunity

You expect an automation platform to automate, but how quickly it can turn the most innovative ideas into business realities and competitive differentiators dictates your short- and longer-term success.

> **"Even on a complex use case, if we have commitment from the business and process owners to truly document the requirements, the actual development literally takes just a few weeks."[12]**
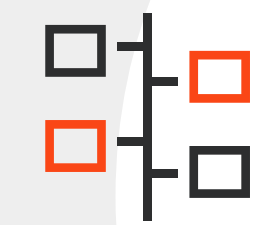>
> Oleg Royz,
> VP of Global Automation and Head of CoE, Nielsen

**Low-code development** to build automation and automation-powered business apps quickly and easily.
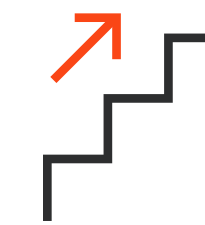
**UI & API automation** for maximum flexibility, scale, and speed across the broadest range of systems.

**Process orchestration** to create smarter decision-making and collaboration between people and robots.
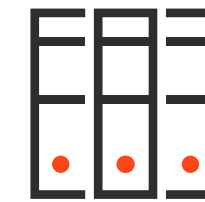
**Intelligent document processing and specialized AI** to automate documents and communications — accurately and quickly.
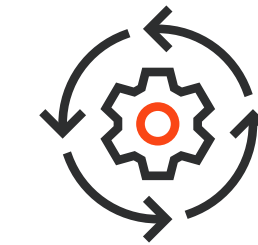
**Generative AI and experiences** to supercharge developer productivity and unlock new use-cases.
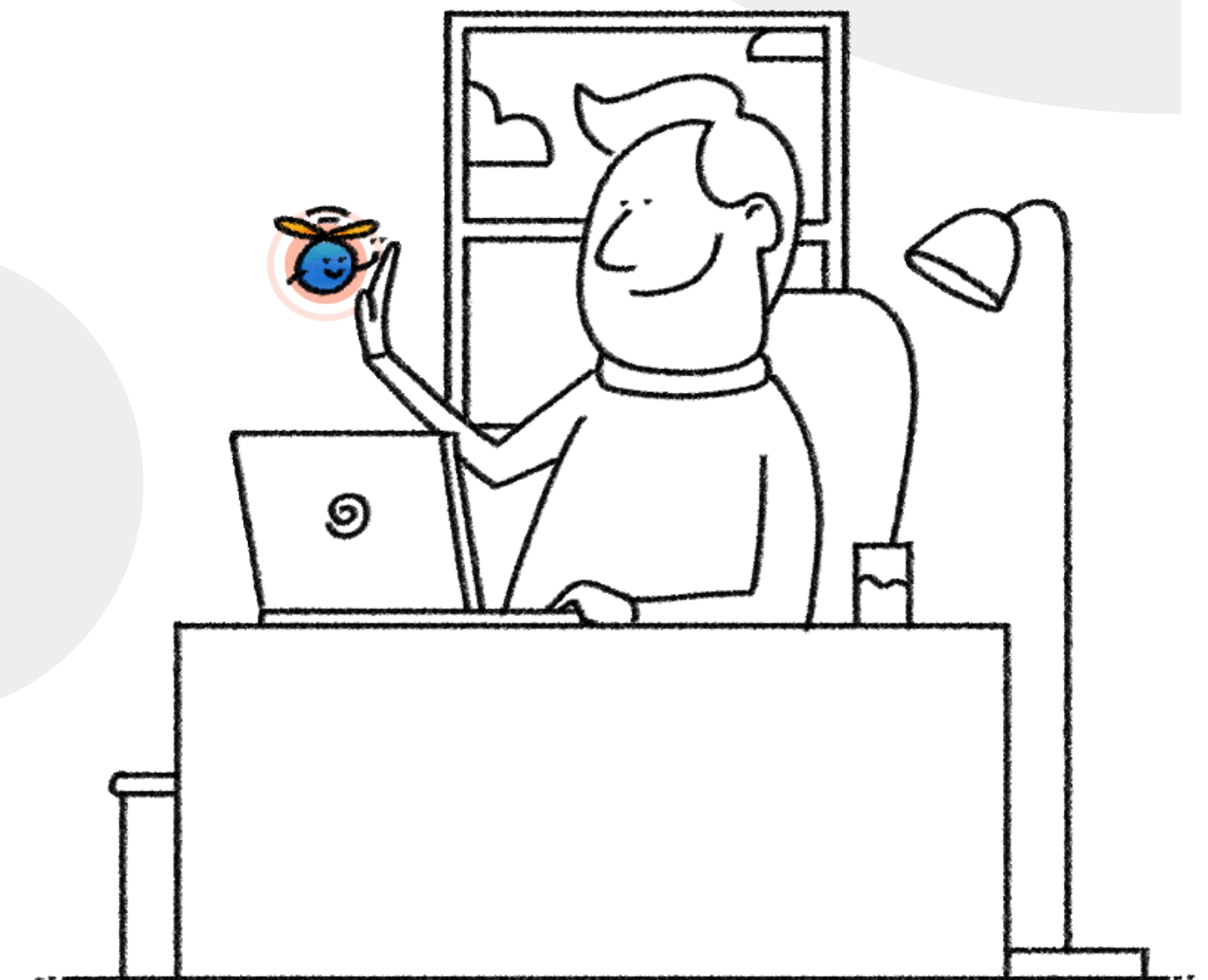
# The power of three:
# UI + API + AI

With powerful API integration, best-in-class UI emulation, Generative and Specialized AI, and seamless decision-making and collaboration between humans and robots, the UiPath Platform is uniquely positioned to maximize business transformation opportunities and their ROI.

It connects systems and teams across all your current—and future technology investments to build a consolidated tech stack and optimize how you operate.

It offers low-code tools, ready-to-go templates, reusable components, and Solution Accelerators to enable you to implement AI-driven automations in half the time. Because when opportunity knocks, you want to be ready. Ready to build new business processes rapidly and to take advantage of emerging technologies and business trends like Generative AI as broadly as possible.

The UiPath Platform combines the creative power of Generative AI with the distinct advantages of Specialized AI (AI that is tailored to specific business use-cases) to provide robust, scalable, trustworthy, and customized automation solutions for your business needs.

We already provide over 70 Specialized AI models today, including Document Understanding, Communications Mining, and Task Mining. And each model utilizes our unique and proprietary data sets with enterprise workflows and automation.

And now we're bringing Generative AI into the mix. A great example is our AI Computer Vision capability. By combining its deep understanding of computer screens with Generative AI, we can deliver solutions like Project "Wingman" which creates powerful automations from simple natural language prompts.

Or Clipboard AI for finance teams, now in private preview. It combines the Specialized AI of computer vision with the power of Generative AI to easily transfer data between documents, spreadsheets, and apps. It also understands the content and automatically inserts the extracted data in the correct fields.

And now UiPath Autopilot™, your partner for AI at work, ready to boost every team's productivity and connect every application and system you use.

These new capabilities have generated a lot of excitement in our ecosystem. In just a few months since its preview release, our OpenAI connector has become the most downloaded component on the UiPath Marketplace with more than 1,500 customers and partners trying it out.

UiPath Studio Web completes the puzzle, providing a web-based automation companion for users to build and test cross-platform automations across online apps and services. No prior programming knowledge required. It's the ideal starting point for AI-powered automation.
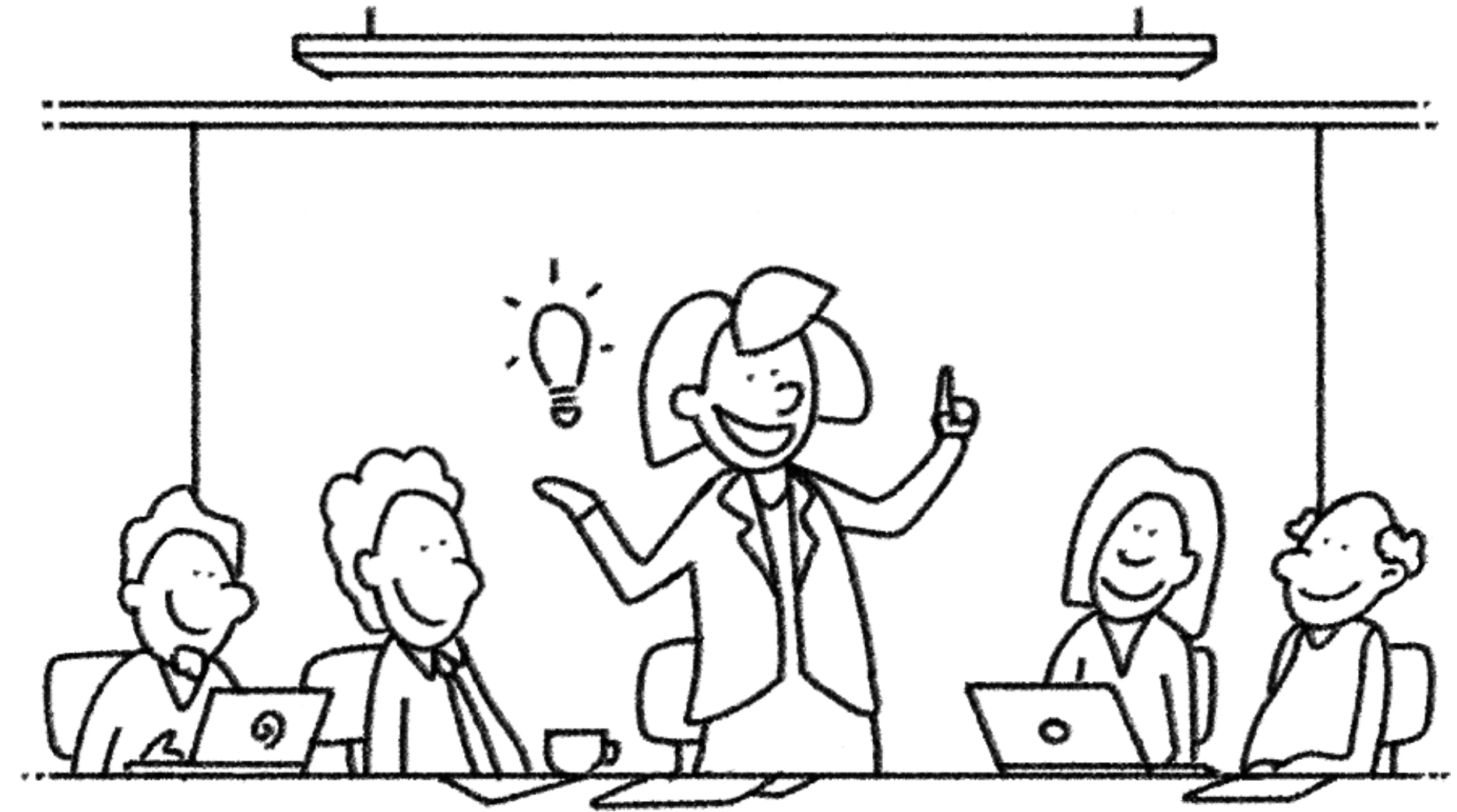


**Expion Health leverages document understanding and AI/ML capabilities to enable intelligent document processing and seamless human-robot collaboration.[13]**

# 600%
increase in number of claims processed daily

# 99%
success rate in processing claims

# 97%
increase in productivity

# **Operate** with enterprise-grade governance and flexibility

The capability to seize automation opportunities more quickly than the competition, when they appear, is great. But being able to do it with governance, risk and cost control is mandatory.

> **"Even if the number of workflows increases from the current 500 to 1,000, or even 10,000 in the future, we now have a system that can scale without much effort. As automation and other technologies increasingly become cloud-based, it's become clear that we can manage all of our needs in a similar manner."**
>
> Hisato Hirakata,
> General Manager of Digital Planning Department, Corporate
> Planning Department, Sumitomo Mitsui Trust Bank, & Director
> and COO of Trust Base Co., Ltd.

**Real-time and trend analytics** to expertly manage and operate a data-driven automation program and integrate with other BI and reporting systems.

**Continuous testing** to unlock enterprise-wide, production-grade, and AI-powered test automation capabilities to deliver automations and applications quickly at scale

**Management and governance** to centrally deploy and manage your enterprise robot workforce — and monitor your entire enterprise automation environment.

**Cloud-first flexibility** that offers you cloud-first, customer choice — a comprehensive automation platform whether you prefer the speed and simplicity of enterprise SaaS with Automation Cloud or want to run the platform yourself with self-hosting Automation Suite.

# The AI-powered Business Automation Platform fits right into your enterprise IT environment

**Most IT organizations want to reduce the cost of implementing new capability** while also reducing the time to value for both implementation and ongoing operations. The UiPath Business Automation Platform has you covered!

It offers IT an open, enterprise-grade architecture that plugs easily into existing systems of record and infrastructure like SAP, Active Directory, SAML 2.0 and credential stores. The Business Automation Platform can be managed from "a single pane of glass" in a browser, or programmatically via APIs. It's certified with attestations including SOC® 2 type 2 (SaaS), ISO 27001, HIPAA, and many others.

You can get the platform as SaaS, with UiPath Automation Cloud™, or self-hosted with UiPath Automation Suite. Both Automation Cloud™ and Automation Suite offer you the ability to deliver the capabilities you need right now, and then quickly turn on more capabilities as your automation opportunities grow.

UiPath Automation Cloud™ offers you an instant start and infinite scalability - the entire platform delivered with no infrastructure, updated frequently, from tenants in any of 6 regions. Automation Cloud™ Robots add easy UiPath-hosted VM unattended and serverless robot options, and Automation Cloud™ will also securely manage self-hosted robots on-premises or in 3rd party cloud — it's up to you.

Automation Suite enables customers and partners to reliably self-host the platform where SaaS is not an option, including in air-gapped installations. Whichever delivery you choose, you get the table stake capabilities you need to run a true enterprise environment with lowered cost and risk. The platform is designed with comprehensive governance and management, including capabilities to cover DevOps and user policy enforcement across the enterprise, extremely granular, role-based access control to underpin separation of roles in any environment, and centralized logging and auditability of robot actions no matter how large your automation environment becomes. Further rigor comes from built-in analytics for trend analysis, and continuous testing capabilities so powerful that many organizations have extended their use from just automation testing into core application testing.



## Sumitomo Mitsui Trust Bank uses automation for a new approach to transformation[14]

### 400,000
hours saved between 2018 to 2021 though operational efficiency improvements

### 250+
processes automated across the enterprise

### 500+
workflows managed thanks to the unified management and governance provided by the UiPath Platform

# A platform architecture that's driven by your enterprise-wide goals

Details of management and operational capabilities are easily verifiable at a tactical level, but it adds up to a platform that's architected at a technical level to deliver against your strategic needs at a business level:

**01** A single platform that can quickly deliver new first-party capabilities or integrate with new 3rd party capabilities as you need, making sure you have the AI-powered automation you need when opportunity knocks and time to value needs to be minimized.

**02** A platform that delivers this without the need to compromise on security or governance.

**03** The UiPath Business Automation Platform complements, enhances, and integrates with the line of business system choices your business has already made, without unnecessary duplication in areas such as identity management.

**04** A platform built with capability and efficiency in operational management at the core, to minimize cost of ownership.

## Here are more ways our customers are using the UiPath Business Automation Platform right now to operate and innovate:

### EDF Renewables[15]

**90%**
automated SAP testing

**70-80%**
reduced cost

**6X**
speed increase

### Orica[16]

**4,000+**
process steps, 120 business scenarios automatically verified

**50%**
of process steps, 50% of end-to-end business scenarios targeted in six months

### Applied Materials[17]

Automates mass upload of process orders into SAP

**5000+**
PO updates processed every month with one automation

### Summit2Sea Consulting[18]

**90%**
Integrates Intelligent Document Processing with their customer's financial system

Turns document processing success rate from

**54% to 99.5%**

### Spotify[19]

**90%**
Grows a team of citizen developers

**24,000**
hours capacity released

**100+**
bots in production

### E. & J. Gallo Winery[20]

Launches new product with no extra head count
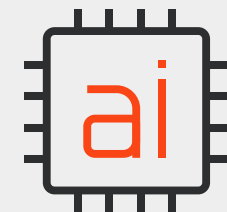
**10,000**
hours saved

**$500,000**
saved

**Find more inspiration from companies like yours at** Discover success stories

# Success takes more than just a great platform

It takes a partner who lives and breathes the potential of automation, focused on your success. UiPath not only offers you a platform that is both comprehensive and open, but the capabilities that surround it and put it to work more quickly for your organization:
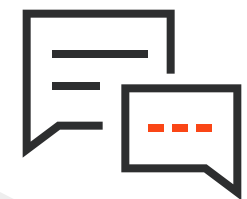
24/7 comprehensive support

A designated team of professional experts dedicated to helping your business build self-sustaining, value-driven automation programs
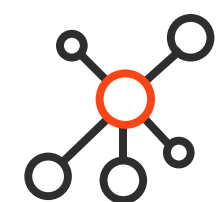
Free training for every automation role and every platform capability

Expert partner network to help you implement automation

Industry-specific solutions that expand your use of AI-driven automation

Solution accelerators and pre-made automation components

The largest automation developer community

We'd love to chat with you about your specific needs and opportunities. Please reach out to your UiPath account team or partner — or get in touch with us directly to discuss next steps.

Get in touch →

# References

[1] Source: McKinsey Global Institute, "A Future that Works" – All US non-physical automatable wages, extrapolated to include Japan, UK, Germany, France, Spain and Italy

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[3] https://www.uipath.com/resources/automation-case-studies/uber-maintains-global-infrastructure-built-on-rpa

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[5] https://www.uipath.com/resources/automation-case-studies/xerox-created-new-business-model-with-automation

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